

Figure 1

Comprehensive System Template → 28

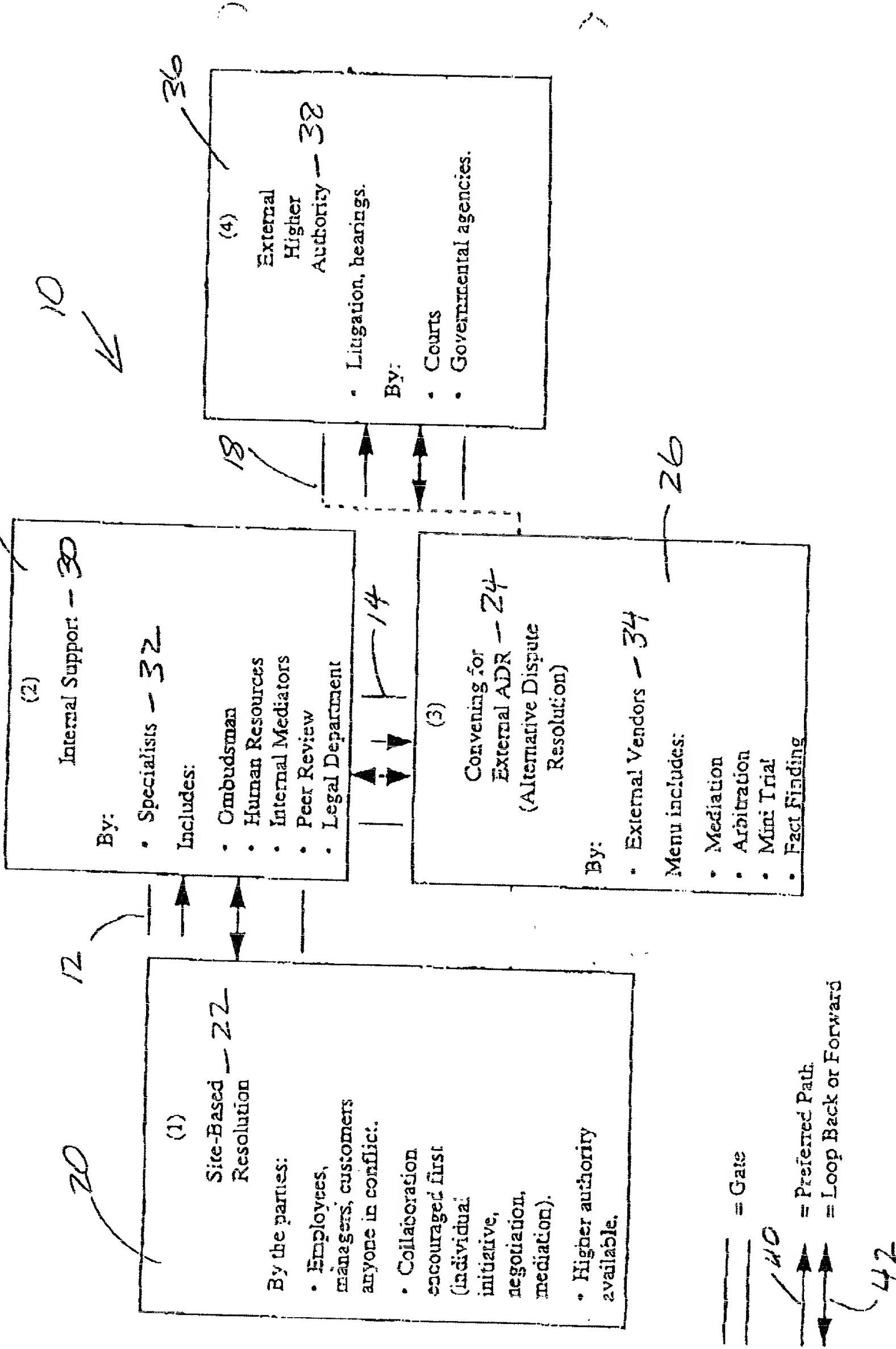
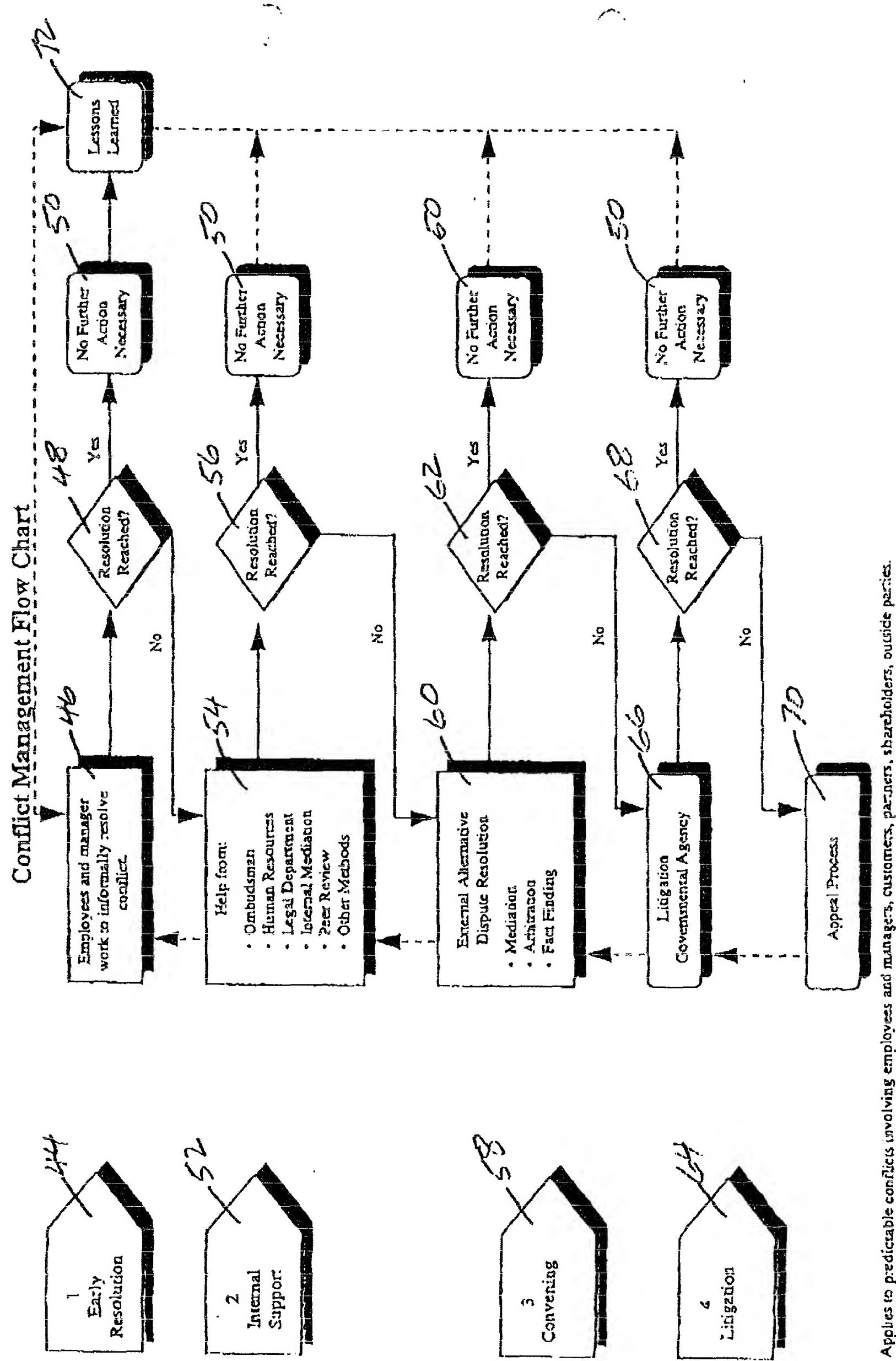


Figure 2.



Conflict Management System:

Process variables:

1. Policy
 2. Roles and Responsibilities
 3. Documentation
 4. Selection
 5. Education and Training
 6. Support
 7. Evaluation

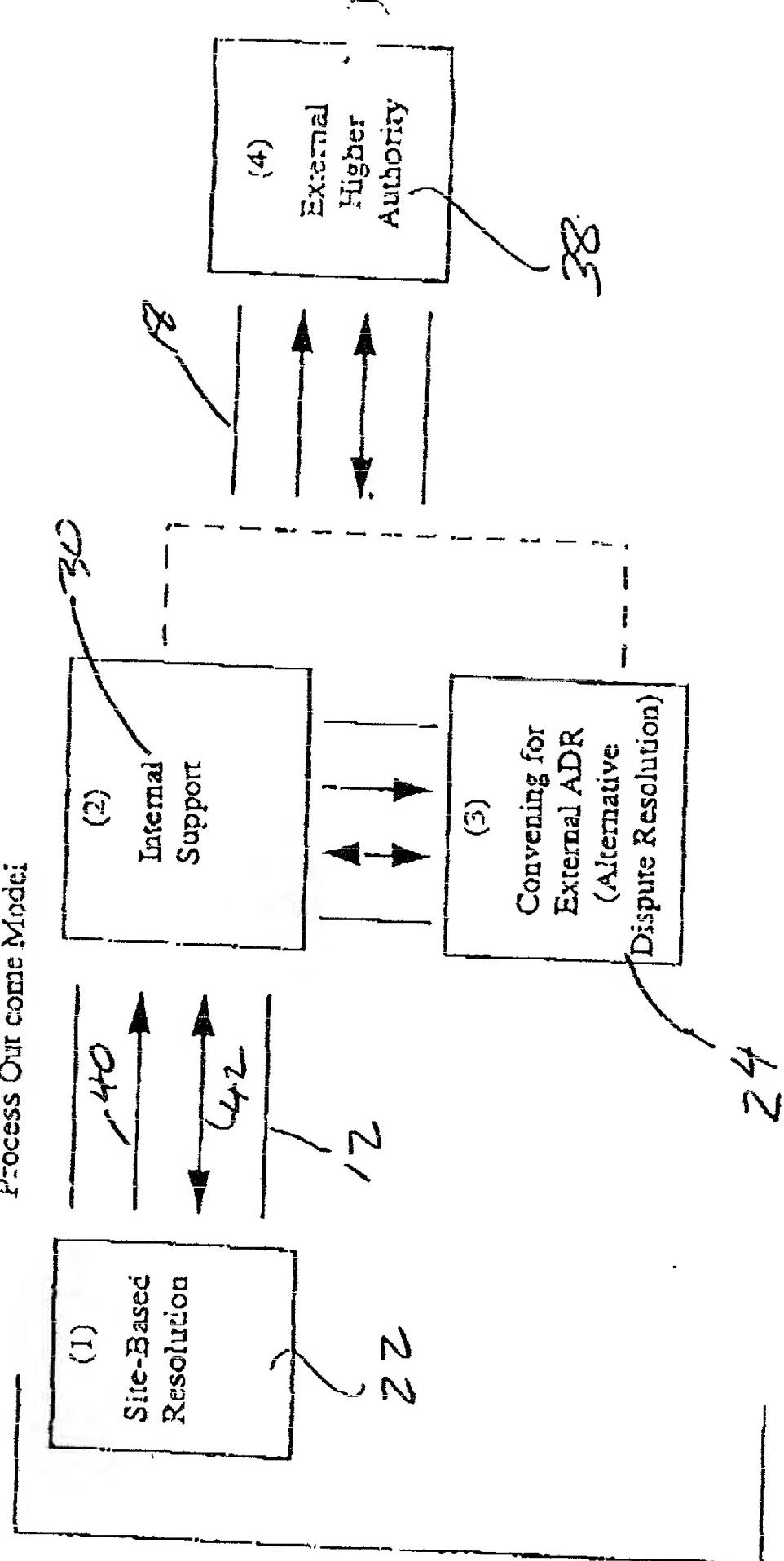
Discourse variables — 70

discriminate variable:
for each box).

- 1. Utilization
 - 2. Resolution
 - 3. Expenses
 - 4. Satisfaction

Process Out come Model

Process Our come Model



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